



**MARYLAND HEALTH CARE COMMISSION**

4160 PATTERSON AVENUE – BALTIMORE, MARYLAND 21215  
TELEPHONE: 410-764-3460 FAX: 410-358-1236

**AMENDMENT #1**  
**Request for Proposal (RFP)**  
**Experience of Care Surveys for Maryland Nursing Homes**  
**February 18, 2010**

Prospective Vendors:

This Amendment #1 is being issued to amend and clarify certain information contained in the above referenced RFP. All information contained herein is binding on all offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below: new language has been doubled underlined and marked in bold (i.e., **word**) and language deleted has been marked with a strikeout (i.e., ~~word~~).

**4. 4. Determine Sample Size, Methods for Sample Selection, Propose Survey Methodology**

In determining the size of the sample population to be used for each survey conducted, the contractor should be aware that the goal of the Commission is to obtain at least a 50% response rate for each facility surveyed. The sample selection and survey methodology shall be designed to maximize the desired response rate in the most cost-effective and efficient manner possible.

a. The contractor shall determine an appropriate sample size and propose, for approval of the Commission's contract monitor, a methodology for determining eligible participants to be surveyed. Examples of criteria for inclusion and exclusion of potential survey participants for the surveys are identified in Table A. In the first contract year, prior to commencing work specified in 4.3, the contractor shall validate the criteria for inclusion and exclusion of survey participants for each survey through a brief review of established survey methods, prior experience, or literature based references. If categories of survey participants other than those named in Table A are identified for inclusion or exclusion, the rationale for the inclusion or exclusion of that category and a description of how the sample selection methodology will identify survey participants will be provided to MHCC by the contractor. Sample stratification may differ for each survey, but at a minimum is expected to include payer source. The contractor shall select a final sample according to the sampling methodology approved by the contract monitor.

b. The survey methodology shall address the manner in which the minimum 50% response rate will be achieved. A mixed mode survey methodology is preferred, consisting of at least two mail waves and a follow up strategy to be proposed by the contractor. The follow up strategy shall be employed for any facility not achieving a minimum 50% return rate through the initial waves. Alternative survey methods may be proposed by the contractor. If alternative survey methods are proposed, the contractor shall: 1) justify the proposed method through prior experience, by literature-based references or other methods, why the proposed methodology should yield the desired

results, and the demonstrated effectiveness of the proposed method, and; 2) without revealing any actual costs which must be submitted separately in the financial proposal, the contractor should submit a comparison of the cost of the contractor proposed method compared to a mailed survey methodology expressed as an overall percentage difference between the two methods or a similar numerical comparison.

**Note: Should the response rate fall below 90% of the prior year's response rate, the State may exercise a unilateral option to terminate the contract.**

#### **Clarification Part I Section 2.0 of the RFP references payment**

“ MHCC will unilaterally determine if a survey shall be conducted in a given year. There is no guarantee of a minimum or maximum number or type of survey(s); payment will only be made to the contractor for survey(s) authorized by the Commission.”

This means that if one, rather than both, surveys are conducted in any year of the contract period or option years, payment will be made based on the price submitted for that survey (worksheet 1 family survey price; worksheet 2 short stay survey price).

The basis for award has not changed and will be as stated on page 61 in Appendix B worksheet 3.

**All further communications, such as amendments, updates and other related documents will not be individually distributed, but will be posted to eMarylandMarketplace, MHCC and DHMH websites.**

Issued by  
Sharon M. Wiggins  
Procurement Officer